

BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS

Residential Affordability Programs

What residential affordability programs are available and what are their benefits?

We offer many affordability programs to assist Baltimore City residents with water bill payments. From monthly discounts to payment plans, we likely have an affordability program that can help!

Here is information on our current programs.

Water4All

Water4All is a new water bill discount program designed to create more equitable access to financial assistance for more Baltimore City residents. For eligible customers, Water4All provides a discount on your current water bill based on your income level.

PromisePay Payment Plans

The City of Baltimore recently partnered with Promise to bring PromisePay payment plans to Baltimore City Department of Public Works' (DPW) customers who are behind on their water bills. Any residential customer account in Baltimore City with a past due balance of \$250 to \$5000 is eligible to enroll in a convenient, flexible, and interest fee PromisePay payment plan.

State of Maryland's Low Income Household Assistance Program

Maryland's Low Income Household Assistance Program (LIHWAP) provides free money to help eligible low income households pay water and wastewater bills. LIHWAP provides up to \$2,000 to pay off past due or current water and wastewater bills.





FREQUENTLY ASKED QUESTIONS

Residential Affordability Programs

Question	Answer
How can I find out which programs I'm eligible for?	<p>Working with our partners at Promise, the Department of Public Works developed a quick and efficient screening process to determine which programs you are eligible for in under two minutes!</p> <p>Please go to baltimore.promise-pay.com to complete the screening process and to apply for the programs you are eligible for.</p>
How do I apply for the programs?	<p>The best way to apply is to first complete our screening process to quickly determine which programs you are eligible for.</p> <p>To complete the screening process and learn how to apply for programs, please go to baltimore.promise-pay.com</p>
Who is Promise and what is a PromisePay payment plan?	<p>Promise is an organization whose core mission is to help utilities and government agencies better serve low-income households through the use of affordable payments, relief funds distribution, and high-quality and culturally competent customer service. PromisePay payment plans are flexible and convenient, making it easy for people all over the country to pay off their water bill balances and become debt-free. Promise has helped thousands of households across the country get out of debt by meeting people where they are at and by offering interest-free payment plans.</p>
What should I do if I want to learn more about PromisePay payment plans?	<p>To learn more about the City of Baltimore's partnership with Promise and the PromisePay payment plans being offered to Baltimore City residential customers, please visit baltimore.promise-pay.com or call 410-779-9808.</p>
What should I do if I want to learn more about LIHWAP?	<p>We recommend that you begin by completing the screening process at: baltimore.promise-pay.com</p> <p>However, if you want to go directly to the State's assistance agency, please see the following information:</p> <ul style="list-style-type: none"> ● To learn more about LIHWAP, please visit the State of Maryland's website at https://dhs.maryland.gov/office-of-home-energy-programs/low-income-household-water-assistance-program/ ● Please review the LIHWAP Frequently Asked Questions here: https://dhs.maryland.gov/documents/OHEP/LIHWAP/Frequently%20Asked%20Questions%20LIHWAP.pdf ● You can also speak to a State representative by calling: 1-800-332-6347.



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Question	Answer
What should I do if I want to learn more about Water4All?	<p>We recommend that you begin by completing the screening process at: baltimore.promise-pay.com.</p> <p>However, if you want to go directly to the City's assistance agency, please see the following information:</p> <ul style="list-style-type: none">● To learn more about Water4All, please visit: https://cityservices.baltimorecity.gov/water4all● Please review the Water4All Frequently Asked Questions here: https://cityservices.baltimorecity.gov/water4all/FAQs● You can also speak to a City representative by calling: 410-396-5555.
Are there any commercial affordability programs available?	<p>For commercial businesses interested in a payment plan, please contact one of our water customer services analysts at (410) 396-5398 to learn more and apply.</p> <p>Or, if you prefer to apply in-person, please see our walk-in office hours below:</p> <p>Address: 200 Holliday St., 4th Floor, Baltimore, MD 21202 Walk - In Office Hours: Monday - Friday (8:30 AM to 4:30 PM)</p>
I don't own the home/ apartment where I live. Can I still apply for these programs?	<p>Yes! All of these programs are open to both homeowners and renters.</p>